How to Set Up & Use Voicemail

Set Up:

1. From your home telephone line, dial *99. From any other phone line, dial voicemail access number 1.910.755.3804.
2. Enter your mailbox number, which is your 10-digit phone number followed by #.
3. Enter the default PIN Code of four zeros (0000).
4. Press 9 for mailbox setup. Follow the voice prompts to set up your new PIN Code, name, and greeting.

Main Menu Options:

Press	If You Want To:
1	Listen to messages
3	Send messages to another mailbox
7	Play current date and time
9	Set up voice mailbox
0	Repeat the choices

Listen To & Retrieve Messages:

Press	If You Want To:
1	Hear new messages
2	Hear saved messages
*	Return to main menu
0	Repeat the choices

How to Use Quick Codes:

Press	If You Want To:
1	Play or replay messages
2	Save message and go to next
3	Delete message and go to next
4	Save message as a new message
6	Forward message
7	Skip back three seconds
8	Pause or continue message
9	Skip forward three seconds
*	Return to main menu
0	Repeat these choices

Accessing Voicemail Online

Access your voicemail online at voicemail.focusbroadband.com. For support in setting up your voicemail online, visit focusbroadband.com/phone-support and choose Voicemail Online.

*To know if messages are in your voice mailbox, just pick up your home telephone's receiver. You will hear a broken or "stutter" dial tone when messages are present. If your telephone is equipped, your message indicator light will also illuminate. Dial *99 to hear your messages.

Calling Feature Instructions

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888-367-2862
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Anonymous Call Rejection

Refuses calls from callers who have blocked their number from being displayed on Caller ID. These callers will hear an announcement that you do not accept anonymous calls and they should remove blocking of their name and number and call back. All other calls will ring through as usual.

To activate the service: Press *77. Listen for a confirmation tone or announcement.

To cancel the service: Press *87, then listen for announcement.

Caller ID

Displays an incoming caller's name and phone number.

Call Waiting ID

Allows you to answer a second call while you're already on the phone. A special tone will alert you that another call is waiting. You will also see the Caller ID information on the incoming call.

To answer the second call, press and release the Flash button quickly. The first call will be put on hold while you are connected to the second call.

To return to the first call, press and release the Flash button again. To temporarily cancel Call Waiting before making a call: Dial *70, then dial the number you wish to reach. Call Waiting ID is automatically reactivated when you hang up.

Note: Call Waiting ID requires Caller ID service and a Call Waiting ID compatible phone.

Call Forwarding

Allows you to continuously attempt to redial a busy number that you tried to call.

Hang up, then lift the receiver and listen for dial tone. Press *66. If the line is busy, listen for an announcement telling you the number is busy. Hang up. You will hear a special ring when the line is free. The busy line will be dialed for the next half hour.

To cancel Repeat Dialing: Press *86 and listen for announcement.

Call Return

Automatically return the call of the last party who called or attempted to call you.

Press *69. Listen for an announcement that will tell you the phone number of the party who last called you. If you wish to return the call, Press 1. If the line is busy, listen for an announcement telling you the number is busy. Hang up. You will hear a special ring when the line is free. The busy line will be dialed for the next half hour.

To cancel Repeat Dialing: Press *86 and listen for announcement.

3-Way Calling

Allows you to add a third party to your conversation.

To set up a three-way call: First, hold your existing call by depressing the Phone/Flash button quickly. Listen for several short tones followed by a dial tone. Dial the phone number of the second party. Depress the Phone/Flash button again quickly to connect all three parties.

To end three-way call: When you hang up, both parties are automatically disconnected. If either the second or third party wishes to drop off of the call, they just need to hang up. Now you can continue talking to the remaining party.

Per Call Blocking

Use on calls of your choice. Prevents the display of your name and phone number when making a call from your line to another land-line. With this blocking arrangement, simply dial *67 before placing each call to automatically block your name and number from being seen.

Repeat Dialing

Allows you to continuously attempt to redial a busy number that you tried to call.

Hang up, then lift the receiver and listen for dial tone. Press *66. If the line is busy, listen for an announcement telling you the number is busy. Hang up. You will hear a special ring when the line is free. The busy line will be dialed for the next half hour.

To cancel Repeat Dialing: Press *86 and listen for announcement.

Speed Dialing

Allows you to dial up to 8 phone numbers of your choice by using a one digit code that you have assigned to each selected phone number.

To set up Speed Dial 8: Select a 1-digit code (between 2 and 9). Press *74 and enter the code you selected and the complete telephone number it will represent. Two beeps will confirm your entry. Include 1+area code if a long distance number.

To use Speed Dial 8: Press the 1- digit code and the # button.

Selective Call Acceptance

Create a list of phone numbers from which you ARE WILLING to accept calls. Calls from phone numbers that are NOT on your acceptance list are sent to an announcement that informs the caller that you are not receiving calls at this time.

Press *64. Voice instructions will tell you how to turn Selective Call Acceptance on or off, make changes, and add numbers to your Selective Call Acceptance list.

(Reference: Managing Your Calling List)

Selective Call Rejection

Create a list of phone numbers from which you DO NOT wish to receive calls. Callers from phone numbers on your list receive an announcement that you are not receiving calls at this time.

Press *60. Voice instructions will tell you how to turn Selective Call Rejection on or off, make changes, and add numbers to your Selective Call Rejection list. After receiving an annoying call, you may wish to prevent that person from calling you in the future. Selective Call Rejection's voice instructions will explain how to add the number of the last caller to your list even if you do not know the party's number.

Hang up, then lift the receiver and listen for the dial tone. Press *60 and listen for instructions. Press # 0 1 #.

(Reference: Managing Your Calling List)

Selective Call Forwarding

Allows you to create a list of phone numbers that are to be forwarded when they call you.

Press *63. Voice instructions will tell you how to turn Selective Call Forwarding on or off, make changes, and add numbers to your Selective Call Forwarding list. Voice instructions will also guide you through the steps of how to enter, confirm, or change the number to which your calls will be forwarded.

(Reference: Managing Your Calling List)

Managing Your Calling List

Press	If You Want To:
0	Repeat the Instructions
1	Review the numbers on your calling list
3	Turn feature on/off
#	Add a number to your calling list
*	Delete one or more entries from your calling list

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